



Missouri Department of Health and Senior Services

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RELAY MISSOURI for Hearing and Speech Impaired 1-800-735-2966 VOICE 1-800-735-2466

Margaret T. Donnelly
Director



Jeremiah W. (Jay) Nixon
Governor

January 14, 2010

«CONTACT»

«PROVIDERS_NAME»

«ADDRESS»

«CITY», «STATE» «ZIP»

Dear AHI Program Provider:

The following are updates and information regarding the Department of Health and Senior Services (DHSS), Bureau of Special Health Care Needs (SHCN), Adult Head Injury (AHI) Program. Please disseminate information as appropriate to staff within your organization.

IMPORTANT: Prior Authorization Submission Deadlines for April-June 2010 Services

Your assistance is requested by submitting prior authorizations for April – June 2010 services to the designated Service Coordinator by **close of business on March 5, 2010**. This is earlier than the usual deadline of March 10, 2010. Earlier submission this quarter is necessary to ensure timely notification of authorized services prior to the start of the quarter. Your cooperation with this request is greatly appreciated.

FREE Provider Education Training Opportunity – Cultural Competency Technical Assistance

Cultural competency is necessary for the continued growth of provider agencies as the culture of Missouri's communities continue to change. Through a Traumatic Brain Injury (TBI) grant DHSS has received for 2009-2013, Cultural Competency Technical Assistance Training will be available for AHI Program Providers free of charge. The training will be offered throughout various locations in the state over the next four years of the grant. The first training will be held in Kansas City on March 23, 2010. Save the date and watch for further details regarding this first opportunity. The training will be for all members of an organization; direct care staff, supervisors and administrators. As leaders of your organization, please consider making this training a priority for your organization and allowing as many of your staff to attend as possible.

Provider Meeting

Thank you to all provider agencies who attended the provider meeting held September 22, 2009. The results of the evaluation confirmed that providers found the meeting to be valuable. The input given at the meeting is very important for the continued evaluation of program operations which result in the best services possible for all Missourians served by the program. The operational issues discussed at the meeting are still under evaluation. Any evaluation that results in operational changes will be communicated through a provider letter and revisions to the AHI Program Provider Manual.

www.dhss.mo.gov

Healthy Missourians for life.

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

Staff Changes

Linda Pace, Support Assistant for the AHI Program for the past four years retired in November 2009. Linda's position has not been filled at this time; however other Bureau staff has taken over duties previously completed by Linda in order to ensure continuity of operations. Questions related to the prior authorization process and status should be directed to Deloris Hubner. Questions related to billing should be directed to Sandy Gilman. Both Deloris and Sandy may be reached at (573) 751-6246.

Waiting List and AHI Program Prior Authorization Modification Form

A waiting list for rehabilitative services through the AHI Program is still in existence. There are currently over 250 participants on the waiting list. The increasing waiting list is the result of flat funding since fiscal year 2007 and the continued identification of individuals in need of services throughout the state. Since July 2009, there have been 11 participants removed from the waiting list to begin services. The AHI Program Service Coordinators continue to provide service coordination to participants on the waiting list, and identify ways to assist them with their needs until funding is available for services. Please continue to use the AHI Program Prior Authorization Modification form to notify the AHI Program Service Coordinator of unused authorized funds. The AHI Program Manager closely monitors the utilization of authorized dollars in order to identify available funds for those on the waiting list as soon as possible.

AHI Program Provider Website

Please check the AHI Program Provider Manual online at www.dhss.mo.gov/SHCN/HeadInjury.html to ensure the use of the most current Prior Authorization and Prior Authorization Modification forms.

Provider Information Changes

SHCN needs to be informed if there are any changes of organizational name, address or contact information. Please report all changes to Sandy Gilman at (573) 751-6246.

Providers are very important to the mission of the AHI Program. Provider's continued commitment to providing quality services for persons with traumatic brain injury is appreciated. Please feel free to contact the AHI Program staff at (573) 751-6246 for any questions or assistance.

Sincerely,

Lori Brenneke, Manager
Adult Head Injury Program
Bureau of Special Health Care Needs

LB:anr

c: Gary Harbison
AHI Program Service Coordinators